

WHAT IS CLAIMED IS:

- 1 1. A method of supporting a software program, comprising:
2 receiving error data for at least a first error;
3 identifying a patch for said at least first error; and
4 forwarding said patch to update said software program.
- 1 2. The method of claim 1, wherein said error data comprises:
2 first data identifying said at least first error.
- 1 3. The method of claim 2, wherein said first data includes an error code.
- 1 4. The method of claim 2, wherein said first data includes an error code
2 and an application identifier.
- 1 5. The method of claim 1, further comprising:
2 monitoring said software program for the generation of errors; and
3 identifying said at least first error.
- 1 6. The method of claim 1, further comprising:
2 notifying a third party of said at least first error.
- 1 7. The method of claim 6, wherein said third party is a provider of said
2 software, and said at least first error is an error in content provided by said
3 software provider.
- 1 8. The method of claim 1, wherein said at least first error is a user error.
- 1 9. The method of claim 8, wherein said user error is a failure to properly
2 operate said software program.

- 1 10. The method of claim 8, wherein said user error is a failure to efficiently
2 operate said software program.
- 1 11. The method of claim 1, wherein said at least first error is a media error.
- 1 12. The method of claim 1, wherein said at least first error is an application
2 program error.
- 1 13. The method of claim 1, wherein said patch includes executable code
2 adapted to correct said at least first error.
- 1 14. The method of claim 1, wherein said forwarding said patch further
2 comprises:
3 forwarding supporting information to said user device.
- 1 15. The method of claim 14, wherein said supporting information includes
2 an advertisement.
- 1 16. The method of claim 14, wherein said supporting information includes a
2 set of instructions for operating said software program.
- 1 17. The method of claim 1, further comprising:
2 receiving payment for said patch.
- 1 18. The method of claim 17, wherein said payment is received from a user
2 of said user device
- 1 19. The method of claim 17, wherein said payment is received from a
2 provider of said software program.
- 1 20. The method of claim 2, wherein said error data further comprises:

2 second data identifying at least a first condition under which said at
3 least first error occurred.

1 21. A device for supporting software on at least a first user device,
2 comprising:
3 a processor;
4 a communication device, coupled to said processor, receiving error
5 information from said at least first user device; and
6 a storage device in communication with said processor and storing
7 instructions adapted to be executed by said processor to:
8 identify a patch for said at least first error; and
9 forward said patch to update said software on said at least first
10 user device.

1 22. The device of claim 21, wherein said error information comprises:
2 first information identifying said at least first error; and
3 second information identifying at least a first condition under which said
4 at least first error occurred.

1 23. The device of claim 22, wherein said first information includes at least
2 an error code and an application identifier.

1 24. The device of claim 21, further comprising instructions adapted to be
2 executed by said processor to:
3 notify a third party of said at least first error.

1 25. A system for supporting software, comprising:
2 at least a first user device having
3 a processor;

4 a communication device, coupled to said processor, configured
5 to send and receive data over a network; and
6 a storage device in communication with said processor and
7 storing instructions adapted to be executed by said processor to
8 execute at least a first software program;
9 monitor said at least first software program for errors; and
10 forward error information about an at least first error to a
11 controller
12 said controller having
13 a controller processor,
14 a controller communication device, coupled to said controller
15 processor, configured to send and receive data over said network; and
16 a storage device in communication with said controller
17 processor and storing instructions adapted to be executed by said controller
18 processor to
19 receive said error information about said at least first
20 error;
21 identify a patch for said at least first error; and
22 forward said patch to update said at least first software
23 program on said at least first user device.

1 26. A computer program product in a computer readable medium for
2 supporting a software program, comprising:
3 first instructions for receiving error data for at least a first error;
4 second instructions for identifying a patch for said at least first error;
5 and
6 third instructions for forwarding said patch to update said software
7 program.